

CARING FOR THE ELDERLY 101

A RESOURCE GUIDE FOR CAREGIVERS



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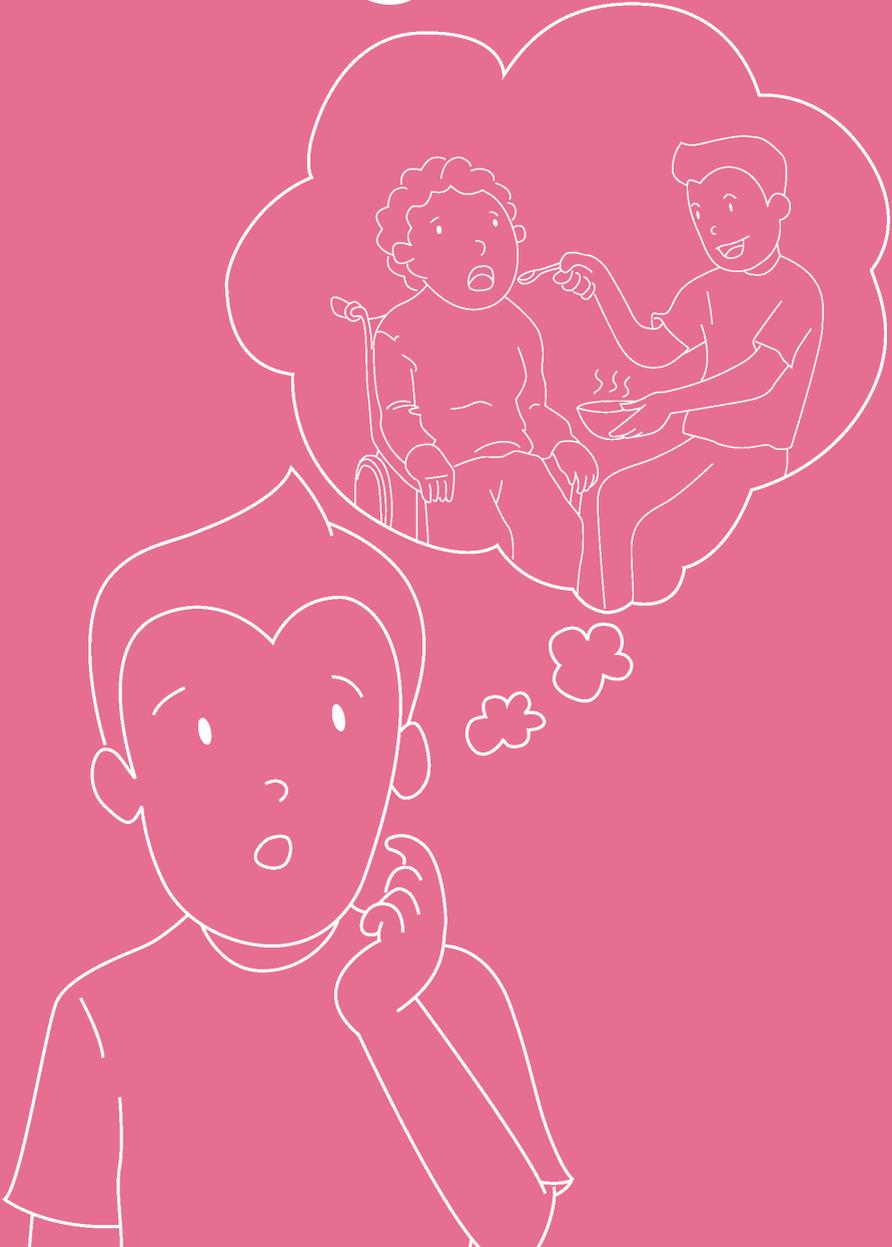
The journey of a caregiver can sometimes begin unexpectedly and tumultuously, particularly in the sudden onset of illness of the care recipient, giving little time for the caregiver to prepare for the caregiving role.

The care recipient may experience changes in mobility, mood, cognition, personality and ability, and be unable to perform daily self-care activities. At the same time, there are multiple duties that require attention and can be overwhelming for a new caregiver.



SECTION 1

Am I a Caregiver?



Anyone can become a caregiver at any point in their life.

Often, people see the act of caregiving as the expected duties of parents, spouses, adults, children or other family members. While some people may identify themselves as caregivers, many do not realise that they are caregivers, or may be reluctant to identify themselves as such. The simple checklist below will help you determine if you are a caregiver.

Checklist

Yes

- | | |
|---|--------------------------|
| 1. Are you sharing responsibility for someone's health, well-being and safety? | <input type="checkbox"/> |
| 2. Are you looking after someone who is not able to take care of himself/herself? | <input type="checkbox"/> |
| 3. Are you helping him/her with daily living activities like bathing, feeding, grooming and walking? | <input type="checkbox"/> |
| 4. Are you taking care of an elderly care recipient who is suffering from physical and/or mental illness, disabilities or other conditions? | <input type="checkbox"/> |

If you have answered **YES** to any one of the questions above, you are a caregiver and you may be providing care for a family member, friend or neighbour.

You are a caregiver if you care for someone who may be frail and elderly with a combination of the following conditions:

Managing one or more chronic conditions

A person who has a chronic condition (e.g. stroke)

Mentally ill

A person who has a condition like schizophrenia, bipolar disorder or depression

Disabled

A person who may have intellectual, sensory or physical disabilities

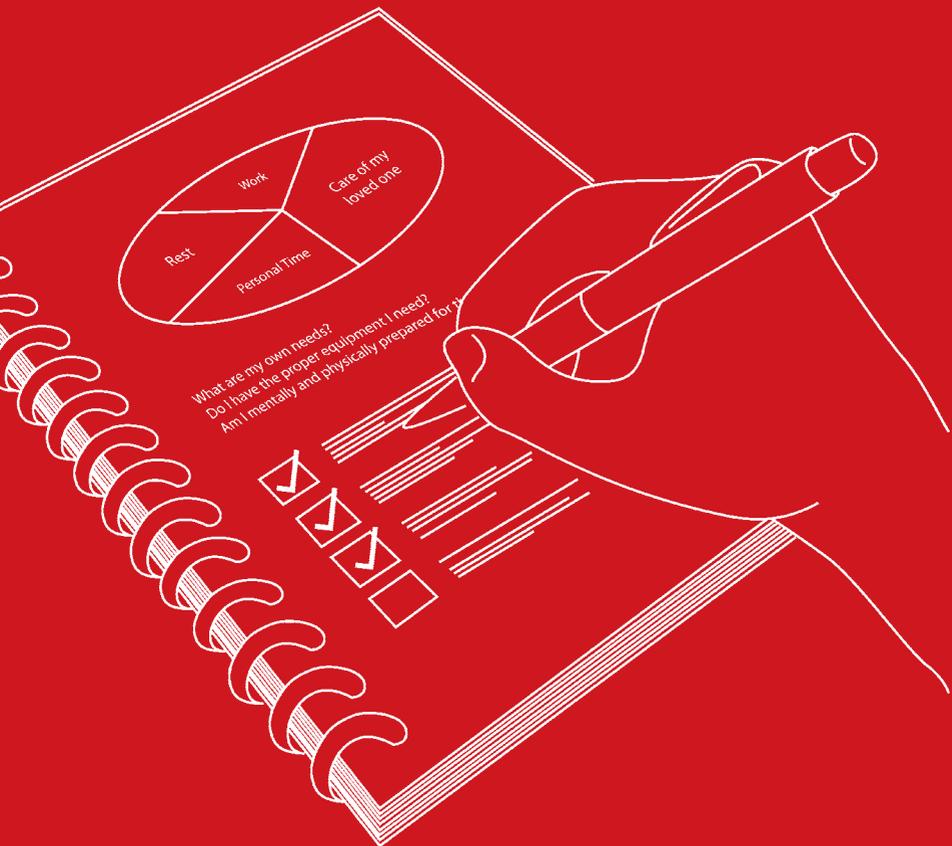
Having a terminal illness

A patient with end-stage cancer receiving palliative care and/or who is near the end of his/her life

This guide will direct you to the information and resources to help you in your caregiving role and enable you to make better decisions on the care needs of your care recipient.

SECTION 2

My Guide to Caregiving



What are my own needs?
Do I have the proper equipment I need?
Am I mentally and physically prepared for this?

- _____
- _____
- _____
- _____

What am I expected to do as a caregiver?

A caregiver is expected to:

1. Gather information regarding your care recipient's current condition
2. Help your care recipient with his/her physical needs
3. Monitor your care recipient's health
4. Support decisions regarding your care recipient's medical needs
5. Understand your care recipient's emotional needs
6. Acknowledge your care recipient's spiritual needs
7. Manage your care recipient's financial needs
8. Look ahead and plan for your care recipient's care needs

Caregiving is never easy. Most of the time, a caregiver has to juggle caregiving with other duties. These duties may include full/part-time work, caring for children, and their own social and leisure lifestyles.

In addition, a caregiver may need to care for someone who has difficulty coping with daily life. This might involve helping, assisting, or just supervising their care recipient. The time and energy involved usually drains a caregiver.

With the many needs that a care recipient requires, what exactly does a caregiver do? Typically, a caregiver has to care for his/her care recipient's:

Physical needs

Helping your care recipient dress up – buttoning of shirts and blouses, and conducting household tasks such as grocery shopping

Health and medical needs

Ensuring the care recipient gets a balanced meal and sufficient nutrition, and reminding him/her to take his/her medicine on time

Emotional and psycho-social needs

Catering to his/her emotional needs – expressing your love and support for him/her constantly even in his/her lowest moments, listening and finding support groups in the community when necessary

Spiritual needs

Your care recipient's religion can bring encouragement and comfort at this time – so help him/her remember and celebrate important religious dates

Financial and legal needs

Managing your care recipient's insurance and assets when he/she is unable to do so, and planning constantly for his/her future

As a caregiver, you perform a variety of roles – you can be a financial advisor, lawyer, nurse, doctor, social worker and chauffeur all rolled into one. Most caregivers may find themselves having to take charge of finances, making decisions on legal matters, taking care of health and medical needs, providing counselling, emotional and religious support, and accompanying the care recipients to their medical appointments.

A caregiver may be daunted by the long list of tasks they are expected to do and feel that they are not up to it. Indeed, caregiving is never simple and caregivers often face complex situations. For instance, a caregiver might not know how to make proper plans for finances, or perform essential caregiving tasks like transferring or bathing.

One of the most important things that a caregiver requires is directions on how to get things done.

In the past, most caregivers learnt through the hard way – trial and error. This has also led to undue stress placed upon the caregivers as they had to spend time experimenting with the best ways of caring.

Today, training courses are available to aid the caregiver. Spread over a wide range of courses, providers and topics, the training aims to equip the caregiver with the right caregiving skills and knowledge. In addition, caregivers can also tap on the Caregivers Training Grant (CTG) to attend these courses.

How do I determine the amount of care required?

Most caregivers spend more than eight hours daily providing care for their care recipient. As such, it is important that you assess the amount of time you need to provide care right from the start. This will allow you to better allocate your time and manage your expectations in caregiving.

Ask yourself the following questions:

1. What activities of daily living (such as eating, dressing, or bathing) can your care recipient do, or cannot do?

2. Can your care recipient move around with minimal supervision?

3. Does your care recipient have multiple medical needs?

4. Does your care recipient require constant care and attention?

5. Are you the only caregiver?

Knowing how much care is required is crucial in caregiving. You need to know how much time you require to provide care. This allows you to better plan and manage your own time. In addition, it would also enable you to plan for alternative services to be provided so that you can have time to rest.

What are my own needs and capabilities?

You need to recognise your own needs as a caregiver. When you first become a caregiver, you might have to make drastic changes to your lifestyle. Caregivers often have to sacrifice social and leisure activities, like entertainment, going out with friends or doing sports.

Besides these, most caregivers also need to find a balance between work and caregiving, as the latter can take up the bulk of their time. This can stretch for years on end, as caregiving is usually a long-term commitment.

When considering your own needs and capabilities, it is important that any changes you make to your life should be discussed with your family. Finding a balance between work and caregiving could often result in fewer working hours and less pay, affecting your

finances. Giving up social and leisure activities could also affect your health as a caregiver [see *Section 5 to read more about how caregivers can manage their mental well-being*].

While taking care of your care recipient is important, taking care of yourself is just as, if not more, important. A happy caregiver often results in a happy care recipient.

Considering my care recipient's preferences

What the care recipient needs and prefers is just as crucial as that of the caregiver's. When making decisions about care for your care recipient, be sure to include him/her in the decision-making process. While it is important to consider your own needs and preferences, do consider what your care recipient feels as well. Your care recipient might prefer an environment or caregiver familiar to them, instead of being in a nursing home or institution.

When making a decision it would be wise to do the following:

1. Make a list of factors affecting the decision

2. Weigh the pros and cons of each factor

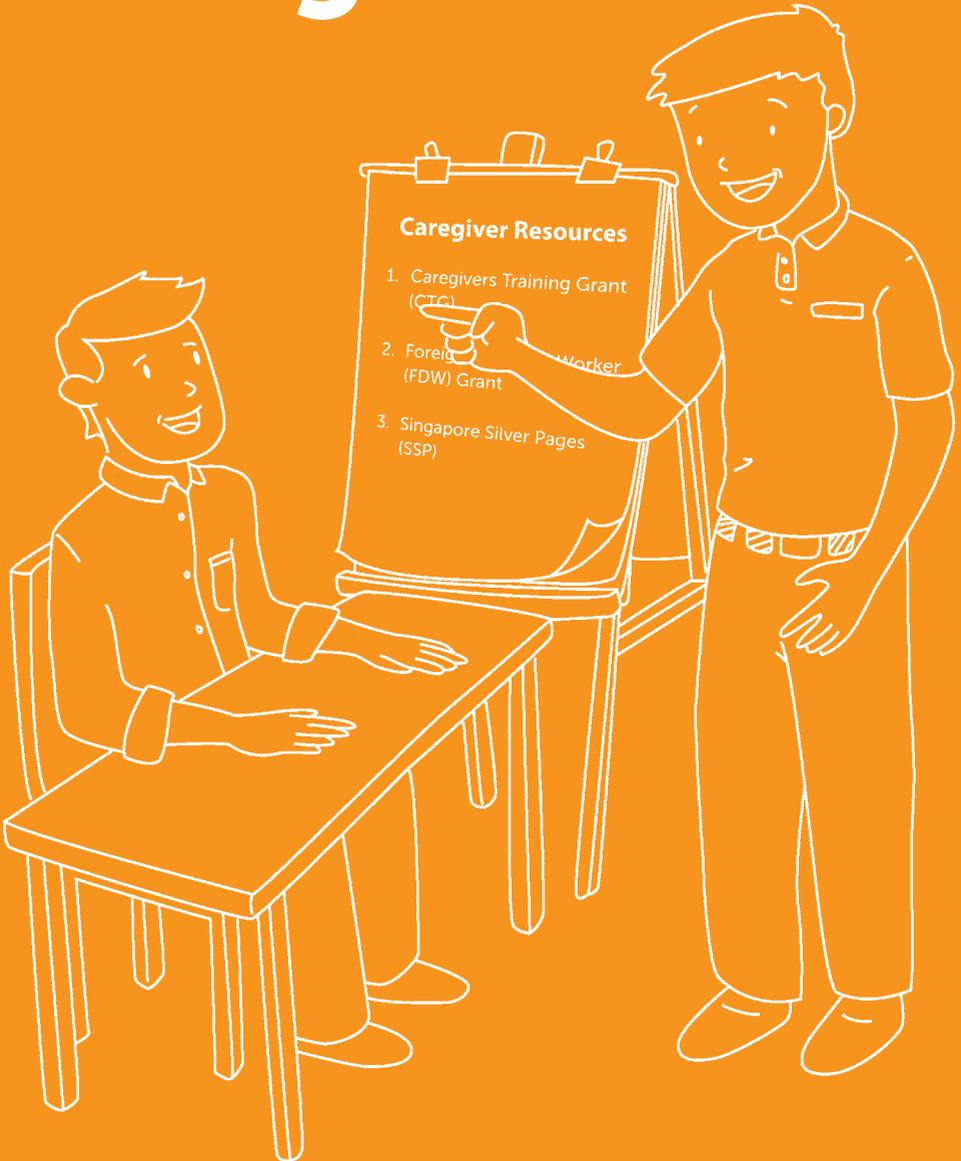
3. Discuss the options with your care recipient

4. Explain your available options and final decision to your care recipient

5. Ensure that your care recipient understands the decision that you have made

Making decisions is never easy, and your care recipient may express doubts and unhappiness over certain decisions. Constantly reassuring your care recipient about the decision made would also help in his/her understanding.

Training for Caregivers



Caregivers should consider getting proper caregiver training in order to give your care recipient the best care possible.

Most inexperienced caregivers are frequently unprepared for their new roles and may become stressed when taking on the complex role of a caregiver. Many caregiver training programmes are conducted by caregiver training providers to help individuals learn important techniques and useful tips on how one can provide a safe, healthy and supportive environment for their care recipients.

Typical subjects covered in such training may include:

1. Personal care techniques – including proper bathing techniques and lift-and-carry techniques

2. Recognising early warning signs of health issues and illnesses, how to check for basic vital signs and management of chronic illnesses

3. How to meet the physical and nutritional needs of the care recipient

4. Emotional support and wellness issues

5. How to access and take advantage of local resources for both the caregiver and the care recipient

6. Special-needs equipment such as oxygen tanks and wheelchairs

7. Maintaining one's health and well-being as a caregiver

Where is caregiver training available?

Prior to your care recipient's discharge from hospital, training may be conducted by the hospital if it is deemed necessary so that you can provide better care for your care recipient. Caregiver training can be conducted at the care recipient's home or at selected training facilities. The trainers are qualified professionals comprising doctors, nurses and other allied health professionals.

If you have a family member who requires care, and you wish to attend caregiver training to provide him/ her with better care, you may apply for the Caregivers Training Grant (CTG) which provides subsidies for your course fees. Under this grant, you can tap on an annual training grant of \$200 for every dependent under your care to attend approved training programmes.

You can refer to the list of providers under Resources in Section 7.

SECTION 4

Financial and Legal Matters



Financial matters

Making decisions about health, caregiving and housing needs can be overwhelming, and the choices can be very costly. That is why it is a good idea – if possible – to do financial planning for future care needs of care recipients.

Decisions may need to be made, for example, about how to sell a house and finance a flat, or whether to purchase long-term care insurance.

Caregivers should try to do financial planning for their own future needs as well. For those approaching or past the age of 60, their ability to provide care may depend on making changes to their own financial plans.

There are many financial schemes and assistance programmes available in the community to help those who need it. The following lists the services that provide such assistance:

Assistive Technology Fund (ATF)

www.sgenable.sg

The Assistive Technology Fund (ATF) provides financial assistance to persons with disabilities in mainstream or special education or open employment to purchase assistive technology devices.

Caregivers Training Grant (CTG)

[www.silverpages.sg/
CTG](http://www.silverpages.sg/CTG)

The Caregivers Training Grant (CTG) provides caregivers with subsidies to attend training to better care for their care recipients' physical and socio-emotional needs. Regardless of income levels, families or caregivers can tap on an annual training grant of \$200, for every care recipient they are taking care of, to attend training programmes approved by the Agency of Integrated Care (AIC).

Car Park Label Scheme (CPLS) for Persons with Physical Disabilities

www.sgenable.sg

The Car Park Label Scheme (CPLS) allows persons with physical disabilities who drive their own vehicles, or who are ferried by their family members, to park at designated parking lots which are larger in size to allow them to get in and out of the vehicles with ease.

Chronic Disease Management Programme (CDMP)

www.hpb.gov.sg

The Chronic Disease Management Programme (CDMP) allows patients to use their Medisave to pay part of their outpatient treatment for 15 chronic conditions.

Community Health Assist Scheme (CHAS)

www.chas.sg

The Community Health Assist Scheme (CHAS) enables Singapore Citizens from lower- and middle-income households to receive subsidies for medical/dental care at participating General Practitioners (GPs) and dental clinics near their homes. Singapore Citizens who qualify for CHAS will receive either an individual blue or orange Health Assist card. Pioneers holding the Pioneer Generation Card will also qualify for special CHAS subsidies.

ElderShield

www.moh.gov.sg

ElderShield is a severe disability insurance scheme offering basic financial protection to those who need long-term care during old age. It provides a monthly cash payout to help pay out-of-pocket expenses for the care of a severely disabled person.

Enhancement for Active Seniors (EASE)

www.hdb.gov.sg

EASE enhances the safety and comfort of seniors living in HDB flats by providing improvements such as slip-resistant treatment to floor tiles of one bathroom/toilet, and installation of grab bars and ramps (if feasible).

Foreign Domestic Worker (FDW) Grant

[www.silverpages.sg/
FDWG](http://www.silverpages.sg/FDWG)

The Foreign Domestic Worker (FDW) Grant is a monthly grant of \$120 to provide more support to families who hire an FDW to care for their frail elderly.

Foreign Domestic Worker (FDW) Levy Concession for Persons with Disabilities

[www.silverpages.sg/
FDWLC](http://www.silverpages.sg/FDWLC)

The Foreign Domestic Worker (FDW) Levy Concession for Persons with Disabilities scheme enables families to pay a lower monthly concessionary FDW levy when employing FDWs to help look after their care recipients with disabilities.

Interim Disability Assistance Programme for the Elderly (IDAPE)

www.income.com.sg

The Interim Disability Assistance Programme for the Elderly (IDAPE) is a government assistance scheme providing financial help to needy and disabled elderly Singaporeans who are not eligible for ElderShield because of their age or pre-existing disabilities. It is administered by NTUC Income.

Medifund

www.moh.gov.sg

Medifund is an endowment fund set up by the government to help needy Singaporeans who are unable to pay for their medical expenses, even after Medisave deductions and MediShield Life claims.

MediShield Life

www.moh.gov.sg

MediShield Life is a catastrophic illness insurance scheme that helps Singaporeans to meet medical expenses arising from major illnesses that cannot be sufficiently covered by their Medisave account.

Pioneer Generation Disability Assistance Scheme (PioneerDAS)

www.silverpages.sg/pioneerDAS

Provides \$100 a month to Pioneers who permanently need help in three or more of these activities: eating, bathing, dressing, transferring from bed to chair and vice versa, toileting, and walking or moving around.

Public Assistance Scheme and Special Grant

www.pa.gov.sg

The Public Assistance Scheme and Special Grant assists Singaporeans who need long-term financial assistance due to old age, illness or disabilities, and have no family members who can provide support. The Special Grant is similar to the Public Assistance Scheme and benefits Permanent Residents.

Public Transport Concession Scheme for Persons with Disabilities

www.sgenable.sg

This scheme provides a concession card that offers concessionary rates for persons with disabilities when they are travelling on public transport to enjoy a 25% discount off adult fares with no additional cost for distance travelled beyond 7.2km. There is also an option to purchase a Monthly Concession Pass with unlimited bus and train rides at \$60 per month.

Seniors' Mobility and Enabling Fund (SMF)

www.silverpages.sg/SMF

The Seniors' Mobility and Enabling Fund (SMF) provides more holistic support to the elderly, helps them live independently in their homes and to move with ease within their community. It also offers greater support to caregivers in caring for their seniors at home by subsidising a wider range of assistive devices, and through subsidies for transport and consumables.

Special Assistance Fund (SAF)

www.sgenable.sg

The Special Assistance Fund (SAF) provides financial assistance to low-income families in purchasing assistive equipment to aid persons with disabilities in their mobility or rehabilitation.

Subsidies for Government-funded Intermediate Long-Term Care (ILTC) services

www.moh.gov.sg
www.aic.sg

These subsidies offset the bills of people needing Intermediate and Long-Term Care (ILTC) care services for future care and treatment after discharge, and for elderly staying in the community who are frail and need supervision and assistance with activities of daily living.

Taxi Subsidy Scheme

www.sgenable.sg

This scheme supports persons with disabilities who are able to travel only by taxi for school or work purposes.

Traffic Accident Fund (TAF)

www.sgenable.sg

The Traffic Accident Fund (TAF) provides financial assistance to persons who have acquired permanent or temporary disabilities due to traffic accidents.

VWO Transport Subsidies

www.sgenable.sg

This scheme supports persons with disabilities who need to take dedicated transport provided by Voluntary Welfare Organisations (VWOs) to access school and care services.

Legal matters

Establishing a precedent when it comes to the care of a care recipient is essential, especially with the legal aspects of finances and healthcare. Here are some points to consider when taking control of the legal responsibilities for your care recipient.

Tips to remember:

Find a lawyer who can help you establish a will or estate plan for your care recipient. A lawyer can also provide strong advice on other key developments in the life of your care recipient.

Discuss with your care recipient important financial aspects such as the location of documents, gaining access to their banking accounts, and stepping in to take over any financial responsibilities they may have.

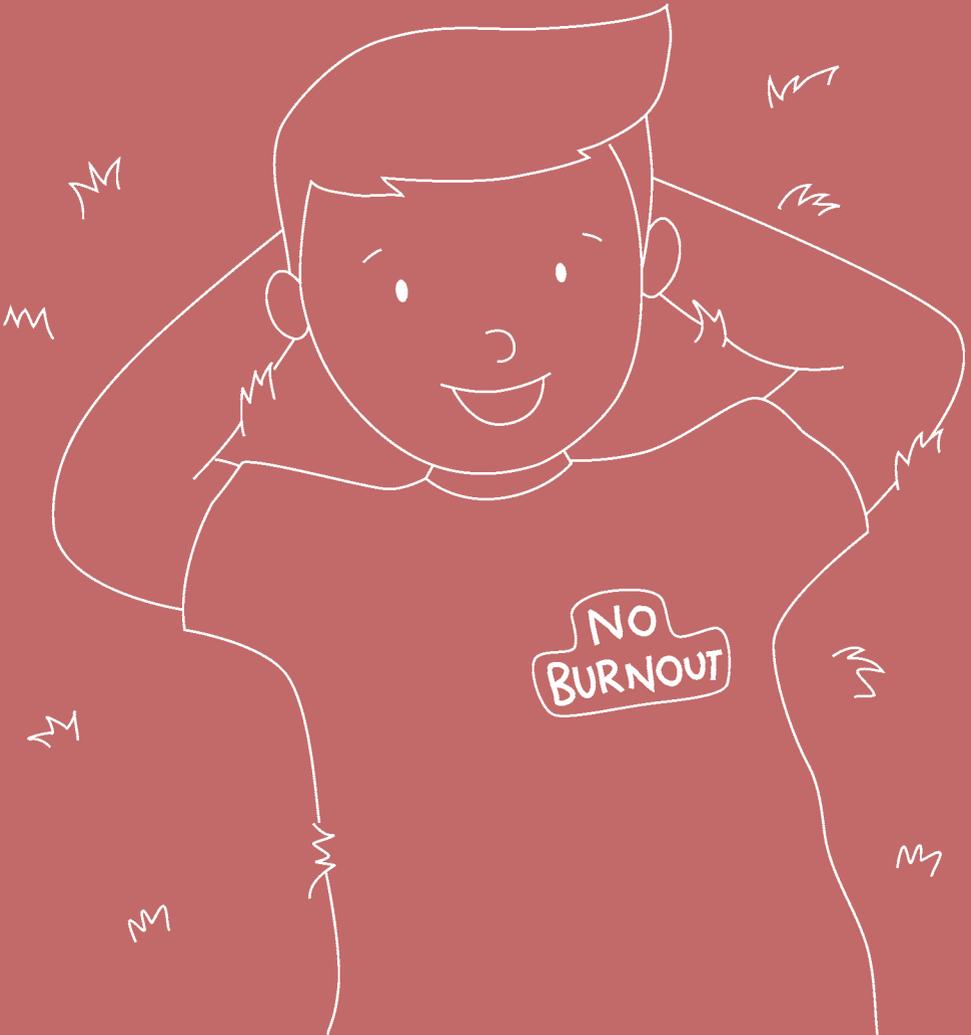
Consider Advance Care Planning. This is a series of voluntary discussions, guided by one's values and beliefs, to record one's preferences. These will be used to guide the healthcare team in making healthcare decisions on one's behalf, if one is unable to do so.

Look into the possibility of becoming the power of attorney for your care recipient if he/she becomes incapable of caring for himself/herself or lose his/her mental faculties. Often, a durable power of attorney can provide better coverage instead of a simple one. The Office of Public Guardian can assist with the creation of a Lasting Power of Attorney (LPA). For more information on LPA, please visit www.publicguardian.gov.sg

Talk to other family members about the intentions of your care recipient and ask for their advice should you feel unsure about any matter.

SECTION 5

Caregiver's Well-being



Managing your stress

There are many caregivers who may potentially suffer from physical and emotional strain caused by heavy multi-tasking, feeling underappreciated, compromising on their personal time, trying to meet high expectations of care and having to deal with the death of their loved one.

It is important to talk to someone about it if you are feeling stressed from being a caregiver – and to note that acknowledging your stress is not a sign of weakness.

Below are some common symptoms of caregiving stress:

- Feelings of depression and frustration
- Constant fatigue
- Sudden weight loss or gain
- Insomnia
- Headaches

Caregivers' Stress Checklist

Let's check your stress level. There is no right or wrong answer. Please tick the response that best applies to you and add up the points.

In the last two weeks, have you been...	Yes (1 point)	No (0 point)
Feeling more irritable than usual?	<input type="checkbox"/>	<input type="checkbox"/>
Feeling more unhappy or resentful about looking after your care recipient?	<input type="checkbox"/>	<input type="checkbox"/>
Having less energy to complete your daily tasks?	<input type="checkbox"/>	<input type="checkbox"/>
Having less interest in attending or participating in social events?	<input type="checkbox"/>	<input type="checkbox"/>
Deriving less interest from your favourite activities?	<input type="checkbox"/>	<input type="checkbox"/>
Getting angry very quickly?	<input type="checkbox"/>	<input type="checkbox"/>
Feeling tired most of the time?	<input type="checkbox"/>	<input type="checkbox"/>
Spending less time on yourself as compared to before?	<input type="checkbox"/>	<input type="checkbox"/>
Feeling less motivated to get up in the mornings?	<input type="checkbox"/>	<input type="checkbox"/>
TOTAL SCORE	<input type="checkbox"/>	<input type="checkbox"/>

** If you score more than five points, you are likely to be feeling more stressed than usual. Should these feelings persist, seek advice from your family doctor or professionals involved in the care of your care recipient.*

While most caregivers are efficient in managing their care recipients' conditions, they tend to neglect their own needs. It is important to look after yourself before you can take good care of your care recipient. Below are some tips on managing your stress:

Take good care of yourself – Give yourself frequent breaks to rest before continuing the long caregiving process. You may consider respite care to help take care of your care recipient during your break.

Find time for your personal life – Spend some time with your friends to unwind and recharge.

Learn to appreciate yourself – Learn to focus on your successes. You may not be the perfect caregiver but you are doing your best.

Get support from your family – Seek help from your family members with various tasks to ensure some personal time to yourself.

Plan your finances – Financial difficulties can most likely lead to stress. Plan your budget and check out various financial assistance schemes that can help support your load.

Coping with depression arising from taking care of your care recipient

While caring for someone, you may feel so stressed that you might neglect your own well-being. You might be suffering from depression if you find yourself crying for no apparent reason, or feel tired, angry, frustrated, anxious or alone.

Here are some tips to help you better cope with it:

1. Make time for yourself

You need to eat well, exercise moderately and take control of your own life.

2. Pace yourself

Focus on those daily tasks that absolutely must get done. Schedule the other tasks when you have time. Once you start to prioritise your work, you'll notice that you actually get more accomplished.

3. Ask for help

Seek help from family members and, together, figure out when others can come in so you can have a break. If you have no family members, you may want to hire in-home help, or make arrangements at a senior day care facility. Do whatever it takes to get time off. Your health and well-being depends on this.

4. Ditch the feelings of guilt

Guilt is an immobilising emotion. Let it go and you will feel better instantly.

5. Have some fun

It is important to be socially active despite being a caregiver. Your health will benefit, and you never know when you will befriend another caregiver and share useful tips with each other.

Beware of caregiver burnout

Burnout occurs if the caregiver is over-burdened from having to multi-task between various responsibilities such as managing feelings of aggression and agitation, as well as conditions like delusion and poor sleep – plus helping the care recipient in daily activities like feeding and bathing.

These are made more challenging if the caregiver does not have the necessary resources (both social and financial) to cope with his/her circumstances and responsibilities. It can also lead to medical conditions such as high blood pressure and lowered immunity. Caregivers can feel isolated, depressed and trapped in their role. Therefore, it is important for siblings, relatives or friends to step in to provide respite for caregivers.

Respite care

For many, the challenges of caring for an elderly, chronically ill, or disabled family member are simply a part of daily life. Caregiving, though, is a demanding, difficult job and no one is equipped to do it alone. Since your health and resilience are critical for your care recipient's welfare, it is essential for both of you that you get appropriate help when you need it.

Respite care provides much needed short-term breaks that can relieve stress, restore energy, and promote balance in your life. Apart from working with family members, relatives, friends, neighbours or hiring a domestic helper, there are also commercial respite care options that can ensure you get the help you need to restore your energy and better fulfill your role as the caregiver of your care recipient.

• Home-based respite care

Home-based respite care is the provision of care by a relief caregiver in the comfort of your home. Your care recipient is cared for in a familiar environment, hence you do not need to arrange for transport to and fro another location. Moreover, care is personalised on a one-to-one basis. However, it can be a costly option.

• Residential-based respite care

Residential-based respite care is the provision of care out of your home by an institution such as a nursing home. You are required to send your care recipient to the facility where he/she would be taken care of by the nursing home team. Depending on the nursing home's admission criteria, the minimum period of stay could vary from a few days to weeks.

• Other forms of respite care

You can also consider using home care services or day care services such as day rehabilitation centres.

You can make use of the time afforded from such services to take a break or run your errands.

Whether it is home-based or residential-based respite care, home care services or the different types of day care centres services available, you can find out more and locate these services at **www.silverpages.sg**

Caregiver support

A caregiver support group is a great way to share your troubles and find people who are going through the same experiences that you face every day. If you are unable to leave your house, many support groups are also active on the Internet.

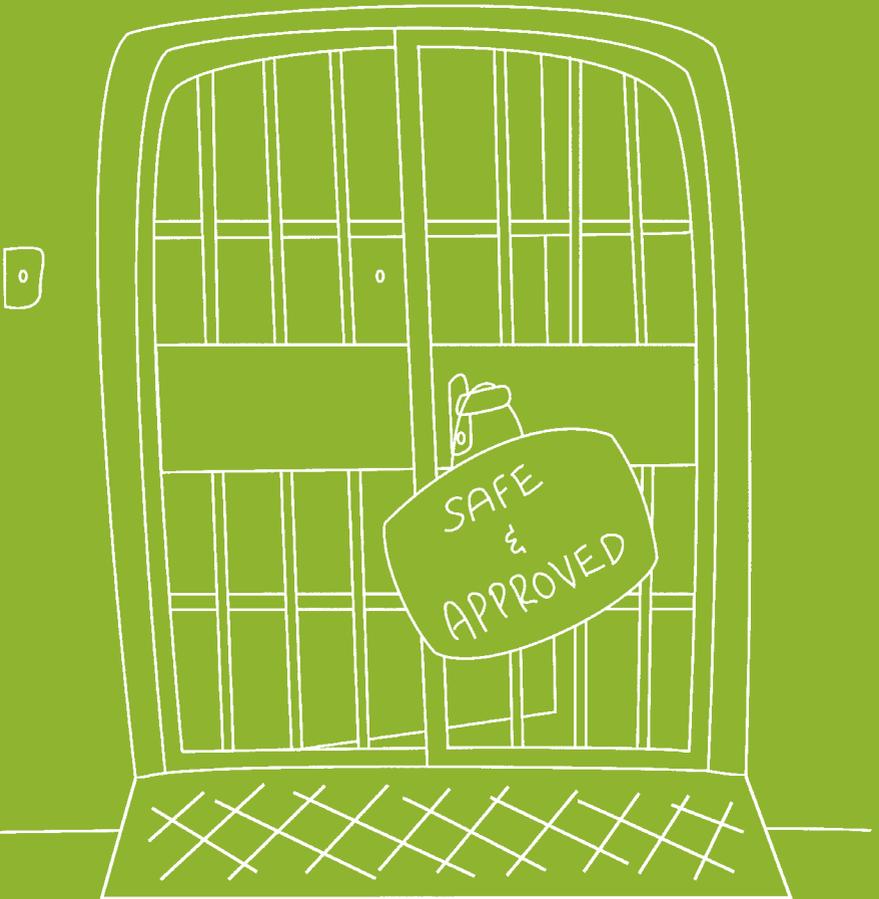
In most support groups, you will be able to talk about your problems and listen to others talk. You will not only get help, but you'll also be able to help others. Most importantly, you will often find out that you are not alone and that the knowledge that other caregivers bring can be invaluable – especially if they are caring for someone with the same illness as your care recipient's.

Please refer to the list of caregiver support groups under Resources in Section 7.

SECTION 6

Home Modifications

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Making your home safe

When you are caring for someone, it is important to consider modifying your home to help your care recipient perform tasks with less effort, reduce accidents and support independent living.

Removing potential hazards and enabling your care recipient to be independent in the home makes it easier for caregivers to provide for them with minimal stress while performing routine tasks.

An occupational therapist will be able to assess your home and recommend the correct actions to remove the hazards in your home. Rectifications may range from simple modifications, like addition of grab bars, to complicated structural changes like addition of ramps or removal of walls. The occupational therapist will assess your home setting, the habits of your care recipient and your resources before making a recommendation.

If you are able to plan your home's interior or completely renovate your home for your care recipient, it is important to create a barrier-free environment. Consider these points when you discuss your plans with your interior designer or contractor:

1. Avoid steps and curbs as far as possible
2. Locate switches in easy-to-reach spaces
3. Use lighting and tap fixtures that are easy to handle
4. Remove hazards (e.g. clutter, throw rugs). Room layouts and furniture should not obstruct movement

Examples of Home Modifications

Below are some examples of home modifications that have made it easier for the care recipient to live in a safe environment and be independent.

Prevent accidents caused by uneven toilet flooring

BEFORE



Toilet flooring that is not level due to step-down shower area.

AFTER



Filling up the step-down shower area with cement and tiles to level the toilet flooring

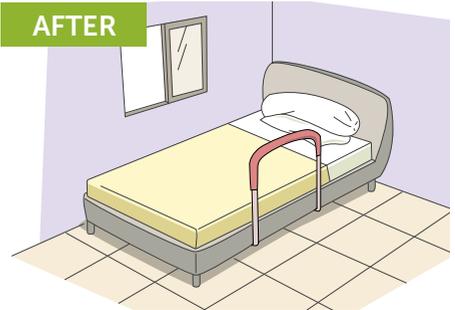
Help your care recipient get up from bed

BEFORE



Normal bed

AFTER



Installation of bed rail to help your care recipient to get up from bed

Allow your care recipient to sit while showering

BEFORE



Standard toilet

AFTER



Installation of foldable shower seat against the wall

Help your wheelchair-bound family member cross the threshold

BEFORE



Presence of kerb at door entrance

AFTER



Installation of removable wooden ramp with non-skid covering

Make your toilet more user-friendly for your care recipient's safety and convenience

BEFORE



Squatting toilet with mosaic tiles

AFTER



A sitting toilet with an additional toilet raiser, installation of grab bar and anti-slip floor treatment

SECTION 7

Resources

<http://www.silverpages.sg>



Caregiver training providers

Caregiver training providers conduct caregiver training programmes to help individuals learn important techniques and useful tips on how one can provide a safe, healthy and supportive environment for their care recipient.

Name of Service Provider	Tel / Website	Address
Aaxonn	6570 6033 www.aaxonn.com	22 Sin Ming Lane, #06-88 Midview City, Singapore 573969
Active Global Specialised Caregivers	6536 0086 activeglobal.com	51 Goldhill Plaza, #07-06 Singapore 308900
Advent Links - SAUC Education Centre	6254 9246 www.alsauc.edu.sg	299 Thomson Road Singapore 307652
AgeWell Artsz Medical Group	6258 9792 www.agewell.com.sg	530 Balestier Road Monville Mansion #01-04 Singapore 329857
Alexandra Health	6602 3645 www.ktph.com.sg	90 Yishun Central Geriatric Medicine Singapore 768828
Alzheimer's Disease Association	6293 9971 www.alz.org.sg	ADA Resource and Training Centre (ARTC) 70 Bendemeer Road #06- 02 Luzerne Building Singapore 339940
Asian Women's Welfare Organisation	6511 5318 www.awwa.org.sg	9 Lorong Napiri Singapore 547531
Atlantic Search Services	6504 4662	50 Raffles Place Level 37 Singapore Land Tower Singapore 048623

Caregiver training providers

Name of Service Provider	Tel / Website	Address
Autism Resource Centre	6323 3258 www.autism.org.sg	5 Ang Mo Kio Avenue 10 Singapore 569739
BH Institute	6838 1063 www.borderlessminders.com	391B Orchard Road Ngee Ann City Tower B #13-09 Singapore 238874
Care Visions Singapore Pte Ltd	6402 6407	77 High Street #08-01, High Street Plaza, Singapore 179433
Centre for Competency-Based Learning & Development	6339 9272 www.cbld-center.com	34 Boon Leat Terrace #06-01 Singapore 119866
Cerebral Palsy Alliance Singapore	6585 5630 www.cpas.org.sg	65 Cerebral Palsy Centre Pasir Ris Drive 1 Singapore 519529
CSM Academy International	6296 2962 www.csmacademy.edu.sg	250 Sims Avenue SPCS Building #03-01 Singapore 387513
DAS Academy	6336 2555 www.dasacademy.edu.sg	73 Bukit Timah Road Rex House #05-01 Singapore 229832
Econ Careskill Training Centre (ECTC)	6741 8640 / 6741 5087 www.econcareskill.com	260 Sims Avenue #04-01 Singapore 387604
Fei Yue Community Services	6565 6260 www.fycs.org	101 Jurong East Street 13 #01-188 Singapore 600101

Name of Service Provider	Tel / Website	Address
Grace Management Consultancy Services	6296 4333 www.gmcs.com.sg	10 Raeburn Park Blk B #01-13 Singapore 088702
HCA Hospice Care	6251 2561 www.hca.org.sg	12 Jalan Tan Tock Seng Singapore 308437
HeartFelt Care	6899 2948 www.heartfeltcare.com.sg	52 Bukit Batok Street 31 #18-08 Singapore 659443
Homekeeper International	6383 5220 www.homekeeper.sg	21 Hougang Street 51 Hougang Green Shopping Mall #02-04/05 Singapore 538719
Home Nursing Foundation	6854 5500 www.hnf.org.sg	93 Toa Payoh Central #07-01 Toa Payoh Central Community Building Singapore 319194
Humanitarian Organization for Migration Economics	6337 1171 www.home.org.sg	Blk 261, Waterloo Street, #04-36 Waterloo Center Singapore 180261
Institute of Mental Health	6389 2831 www.imh.com.sg	Corporate Development Buangkok Green Medical Park 10 Buangkok View Singapore 539747
KK Women's and Children's Hospital	6337 2353 / 6394 3068 www.kkh.com.sg	100 Bukit Timah Road Singapore 229899

Caregiver training providers

Name of Service Provider	Tel / Website	Address
Kwong Wai Shiu Hospital	6299 3747 www.kwsh.org.sg	705 Serangoon Road Singapore 328127
Metta Welfare Association	6789 5951 www.metta.org.sg	Blk 296 Tampines Street 22 #01-526 Singapore 520296
Mobility Clinic	9770 0190 / 6795 9516 www.mobilityclinic. com.sg	18 Boon Lay Way #09-120 TradeHub21 Singapore 609966
MW Medical	6220 0622 / 6250 0625 www.mwmedical. com.sg	18, Cross Street #02-09 China Square Central Singapore 048423
National University Hospital (Child Development Unit)	6665 2530 / 6665 2531 www.nuh.com.sg	60 Jurong West Central 3, Jurong Medical Centre, Level 2 Child Development Unit Singapore 648346
National University Hospital (Dietetics Department)	6772 8400 www.nuh.com.sg	5 Lower Kent Ridge Road Singapore 119074
NTUC Health Co-operative Pte Ltd	6543 6632 www.ntuceldercare. org.sg	133 New Bridge Road Chinatown Point #04-09 Singapore 059413
Nurse Jan Home Services	6604 7922 www. nursejanhomeservices. com	No 81 Ubi Avenue 4 #07-05 Singapore 408830

Name of Service Provider	Tel / Website	Address
One Care Zone	6777 9988 www.onecarezone.com	2 International Business Park The Strategy Tower One #10-11 Singapore 609930
Optimal Health	6475 4093 / 8431 3994	Blk 35 Hougang Ave 7 #03-03 Singapore 538802
Optinum Health Services	9476 6048 www.optinum.com	Blk 1004 Toa Payoh Industrial Park #06-1495 Singapore 319076
Ovspring Developmental Clinic	6466 8090 www.ovspring.com	1 Fifth Avenue Gutherie House #03-11/12 Singapore 268802
Rainbow Centre	6475 2072 www.rainbowcentre.org.sg	501 Margaret Drive Singapore 149306
Singapore Red Cross Society	6664 0500 www.redcross.org.sg	15 Penang Lane Singapore 238486
SPD	6579 0700 www.spd.org.sg	2 Peng Nguan Street SPD Ability Centre Singapore 168955
Soha Institute	6239 3369 www.soha.com.sg	Block 465, Crawford Lane #02-08 Singapore 190465

Caregiver training providers

Name of Service Provider	Tel / Website	Address
St Luke's Eldercare	6567 0708 www.slec.org.sg	2 Bukit Batok Street 11 Level 4 Singapore 659674
Tan Tock Seng Hospital (Community Rehabilitation Program)	6450 6238 www.ttsh.com.sg	17 Ang Mo Kio Ave 9 Singapore 569766
Tan Tock Seng Hospital (Post Acute Care at Home)	6359 6451 www.ttsh.com.sg	11 Jalan Tan Tock Seng Singapore 308433
The Salvation Army, Peacehaven Nursing Home	6546 5678 www.salvationarmy.org	9 Upper Changi Road North, Singapore 507706
Thye Hua Kwan Moral Charities	6690 0110 www.thkmc.org.sg	Chong Pang Social Service Hub, Blk 131, Yishun Street 11, #01-235 Singapore 760131
Thye Hua Kwan Moral Charities (THK Therapy Services)	6471 4270 www.thkmc.org.sg/ thk-therapy-services	150A Mei Chin Road #02-01, Singapore 140150

Support services for caregivers

Name of Service Provider	Tel / Website	Address
TOUCH Caregivers Support	6258 6797 www.caregivers.org.sg	173 Lorong 1 Toa Payoh #01-1264 Singapore 310173
Tsao Foundation	6593 9577 www.tsaofoundation.org	298 Tiong Bahru Road Central Plaza #15-01/06 Singapore 168730
WhiteAngel Caregivers Consultancy	6100 1701 www.whiteangelcare.com.sg	Samsung Hub 3, Church Street, Level 25 Singapore 049483

For more information on caregiver training and the Caregivers Training Grant (CTG), please visit www.silverpages.sg

Support services for caregivers

Caregiver support services help you cope with the challenges of caregiving by providing a wide range of support services.

For caregivers of elderly or persons with chronic illnesses:

Name of Service Provider	Tel / Website	Address	Services
Alzheimer's Disease Association – Caregiver Support Centre (Bendemeer)	Dementia Helpline: 6377 0700 www.alz.org.sg	70 Bendemeer Road, Luzerne Building #03-02A Singapore 339940	Counselling, Support Group, Training, Safe Return Card
AWWA Centre for Caregivers	6511 5318 www.awwa.org.sg	11 Lorong Napiri ACCESS Building Singapore 547532	Helpline, Case Management, Support Group, Mentoring, Training
Caregiving Welfare Association	6466 7957 www.cwa.org.sg	3 Ghim Moh Road #01-294 Singapore 270003	Counselling, Support Group, Home Modification

Name of Service Provider	Tel / Website	Address	Services
NTUC Health Co-operative Pte Ltd	6478 5480 www.ntuceldercare.org.sg	9 Bishan Place Junction 8 Office Tower #10-02 Singapore 579837	Home-based Support Services, Training
O'Joy Care Services	6749 0190 www.ojoy.org	5 Upper Boon Keng Road #02-10 Singapore 380005	Counselling
Parkinson's Disease Society	6353 5338 www.parkinsonsingapore.com	191 Bishan Street 13 #01-415 Singapore 570191	Caregiver Workshops
SAGE Counselling Centre	6354 1191 or Seniors Helpline: 1800 555 5555 www.sagecc.org.sg	1 Jurong West Central 2 Jurong Point Shopping Centre #06-04 Singapore 648886	Face-to-face Counselling, Tele-counselling, Information and Referral
Thye Hua Kwan Moral Charities – Chong Pang Social Service Hub	6690 0110 www.thkmc.org.sg/ chong-pang-social-service-hub	131 Yishun Street 11, Singapore 760131	Call Centre, Information and Referral, Emotional Support
TOUCH Caregivers Support	Care Line: 6258 6797 www.caregivers.org.sg	173 Lorong 1 Toa Payoh #01-1264 Singapore 310173	Home-based Support Services, Home Modification, Training

Support services for caregivers

For caregivers of persons who are terminally ill:

Name of Service Provider	Tel / Website	Address	Services
HCA Hospice Care	6251 2561 www.hca.org.sg	12 Jalan Tan Tock Seng The Hospice Centre Singapore 308437	Emotional and Practical Support

For caregivers of persons with or recovering from mental illness:

Name of Service Provider	Tel / Website	Address	Services
Caregivers Alliance Limited (CAL)	6753 6578 www.cal.org.sg	707 Yishun Avenue 5 #01-36 Singapore 760707	Support Group, Caregiver to Caregiver Education Programme
Caregivers' Association of the Mentally Ill (CAMI)	CAMI Helpline: 6782 9371 www.cami.org.sg	84 Riverina Crescent Singapore 518313	Caregiver Helpline, Caregiver Guidebook
Clarity Singapore	6757 7990 or 9710 3733 www.clarity-singapore.org	Block 854 Yishun Ring Road #01-3511 Singapore 760854	Counselling, Support Group

Name of Service Provider	Tel / Website	Address	Services
Singapore Anglican Community Services	6586 1069 www.sacs.org.sg	10 Simei Street 3, Singapore 529897	Caregiver Education, Case Management, Home Visits, Counselling and Family Therapy
Singapore Association for Mental Health (SAMH)	6255 3222 www.samhealth.org.sg	69 Lorong 4 Toa Payoh #01-365 Singapore 310069	Counselling, Support Group, Therapeutic Groups, Case Management

For more information on caregiver support, training and events, subscribe to our mailing list by scanning this QR code or visiting www.silverpages.sg



ADDITIONAL RESOURCES



Singapore Silver Pages

www.silverpages.sg

A one-stop resource on eldercare and caregiving for seniors and caregivers.



Carers SG

www.facebook.com/CarersSg

An online community for caregivers in Singapore to share information, resources and experiences.



Mobile E-care Locator

www.silverpages.sg/MEL

Search, locate and find out more about Singapore's health and social care services with this mobile app.



Practical information and self-care tips to help caregivers maintain their well-being.



Useful tips and information on how to assist your loved one in aspects of daily living.



Tips on safely moving your loved ones without causing any injury to yourself.



NEXTSTEP

www.silverpages.sg/NEXTSTEP

Read more about care options and Intermediate and Long-Term Care related resources, such as caregiving tips and product guides, in this quarterly newsletter.



AICare Link @ Maxwell

7 Maxwell Road #04-01
MND Complex Annexe B
Singapore 069111
(Above Amoy Street Food Centre)

Operating Hours:
Mondays to Fridays: 8.30 am to 5.30 pm
Closed on weekends and Public Holidays

Resource centre for all your care needs where our Care Consultants are here to advise caregivers and their loved ones on getting the right care at the right place, enabling seniors to age-in-place.

For other AICare Link locations, visit www.silverpages.sg/AICareLink

SINGAPORE SILVER LINE 1800-650-6060

Singapore Silver Line

1800-650-6060

One-stop national toll-free helpline providing convenient access to information to all eldercare and caregiving support services.

Operating Hours:
Mondays to Fridays: 8.30am to 8.30pm
Saturday: 8.30am to 4.00pm
Closed on Sundays and Public Holidays

Email: enquiries@aic.sg



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Your one-stop resource on eldercare and caregiving

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